



**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
ADULT SYSTEMS OF CARE  
CALWORKS MENTAL HEALTH SUPPORTIVE SERVICES**

**DMH CALWORKS BULLETIN No. 04-03  
BILLING FOR CALWORKS COMMUNITY OUTREACH SERVICES**

Updated November 28, 2007  
(Original date of issue: December 15, 2004)

TO: All DMH CalWORKs Mental Health Supportive Services Providers

FROM: Dolores Daniel, LCSW, District Chief  
CalWORKs Program

SUBJECT: **BILLING FOR CalWORKs COMMUNITY OUTREACH SERVICES**

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1. Purpose
  2. Background
  3. General Definitions of COS
  4. Documenting COS Activities
  5. Billable COS Activities

**1. PURPOSE**

The purpose of this bulletin is to define and clarify the Community Outreach Services (COS) that are approved and billable to CalWORKs mental health supportive services.

**2. BACKGROUND**

The County of Los Angeles Department of Mental Health and its network of service providers believe that community outreach is a key component in providing effective mental health supportive services to CalWORKs participants. Community outreach services are needed because traditional, clinic-based and single-focused methods of mental health service delivery alone are often not effective in reaching the CalWORKs participant population, especially ethnic minority and immigrant communities.

For these communities, education about CalWORKs and supportive service needs is essential. It is well known that for many of these communities, there is a high level of

mistrust of government agencies, misinformation about the CalWORKs program requirements, and misconceptions about an individual's need for supportive services, e.g., mental health, domestic violence and substance abuse services. The Department has included in its CalWORKs mental health allocation funding for agencies to provide community based outreach services in order to educate CalWORKs participants about services to reduce the stigma of mental health and to assist participants to access CalWORKs mental health supportive services.

In the early years of the CalWORKs program, these outreach services were key to each provider's program. However, in many service areas there are now more referrals than providers can accommodate and the need for such outreach efforts has diminished. In those areas where referrals are low and/or the community need for education and engagement efforts remain high, outreach may continue to be an essential aspect of the provider's CalWORKs program. In general, due to the greater need for direct service, providers are required to limit their outreach activities.

### **3. GENERAL DEFINITIONS OF COS**

Community Outreach Services employ techniques by which a priority or target group of potential clients are informed, identified, or referred by an individual or agency in a culturally and linguistically relevant manner, time, or setting. Community Outreach Services occur in two service sub-categories:

#### **A. Mental Health Promotion**

Activities directed toward (1) enhancing and/or expanding knowledge and skills of agencies or organizations in the mental health field for the benefits of community-at-large or special population groups and (2) providing education and/or consultation to individuals and communities regarding mental health service programs in order to prevent the onset of mental health problems.

#### **B. Community Client Services**

Activities directed toward (1) assisting individuals and families for whom there is no open case record to achieve a more adaptive level of functioning through single contact or occasional contact, and (2) enhancing or expanding the knowledge and skills of human service agency staff in meeting the needs of mental health clients.

### **4. DOCUMENTING COS ACTIVITIES**

Staff providing COS are required to document their COS activities utilizing the DMH form "Community Outreach Services" (COS form v1 attached). Both pages of this form should be completed. A sample of this reporting form is shown on the following pages along with codes to identify language, ethnicity, age, program area, and other information requested.

## 5. BILLABLE COS ACTIVITIES

The following charts list examples of COS activities that providers can bill and cannot bill to CalWORKs. These include mental health promotion and community client outreach activities.

<b>MENTAL HEALTH PROMOTION</b>		
<b>ACTIVITY</b>		<b>BILLABLE AS COS?</b>
<b>TRAINING</b>	In-Service Training conducted by Agency for its own staff	NO
	Training conducted by DMH – offered in the CalWORKs Training Bulletin and general DMH Training Bulletin	NO
	CalWORKs 101 Technical Training, CalWORKs Documentation Training and CalWORKs Case Management Training conducted by DMH CalWORKs administrative staff	YES, this includes travel time to and from the training
	Reading the DMH CalWORKs Manual	NO
	Training other service providers on how to improve their CalWORKs programs	NO – only the CalWORKs Service Area Coordinator can bill for this activity
<b>MEETINGS</b>	Attending CalWORKs Service Area Meetings	YES, including travel time
	Attending CalWORKs Quarterly Providers Meetings	YES, including travel time
	Attending DPSS/GAIN/JVS/Maximus CalWORKs Meetings	YES, including travel time
	Attending DPSS Team Building Meetings	YES
	Attending agency staff meetings on CalWORKs; CalWORKs program staff meetings	NO
<b>CONSULTATION</b>	Consultation with staff and supervisor (general client issues or program review)	NO
	Program review by supervisor	NO
<b>PREPARATION</b>	Preparing for groups	NO
	Reading articles in relevant areas (therapist)	NO
	Research in relevant areas (resources, internet, etc.)	NO

<b>MENTAL HEALTH PROMOTION</b>		
<b>ACTIVITY</b>		<b>BILLABLE AS COS?</b>
<b>OUTREACH</b>	Outreach to DPSS/GAIN orientation/job club meeting with CalWORKs and potential CalWORKs participants present	YES
	Outreach at sites where potential CalWORKs clients may be present	YES

<b>COMMUNITY CLIENT SERVICES</b>		
<b>ACTIVITY</b>		<b>BILLABLE AS COS?</b>
Conducting informal, non-intrusive meetings with CalWORKs participants at community centers, community colleges, etc.		YES
Contacting clients referred by CASC Service Advocate or GAIN whose case has not yet been opened		YES
Contacting CalWORKs participants who did not keep their initial clinical appointments including home visits or telephone calls for unopened cases.		YES
Conducting initial intake and/or assessment of clients that turn out to be ineligible for CalWORKs mental health supportive services		YES, but only if the agency does not have Short-Doyle/Medi-Cal funding
Conducting groups where CalWORKs participants are present, but no case or episode has been opened for a CalWORKs attendee.		YES
Overseeing peer support or self-help groups for CalWORKs participants convened at either the mental health center or in the community.		YES
Child Watch services while the parent is in session.		YES

DD/eg

Attachment



COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH

COMMUNITY OUTREACH SERVICES

CONFIDENTIAL CLIENT INFORMATION CALIFORNIA WELFARE & INSTITUTIONS CODE SEC.5238

PROVIDER #:	DATE OF SERVICE:	RENDERING PROVIDER:
SERVICE RECIPIENT TYPE:	# OF PERSONS CONTACTED:	
SERVICE LOCATION INFORMATION ENTER AGENCY SERVICE RECIPIENT AND ACTIVITY INFORMATION BELOW SERVICE TYPE DESC.		
AGENCY NAME:	AGENCY ADDRESS NUMBER/STREET:	
AGENCY CONTACT:	PHONE #:	CITY / STATE / ZIP:
PLEASE ENTER CODE TO INDICATE PREDOMINANT ETHNICITY AGE RANGE AND LANGUAGE OF TARGET GROUP		
PRIMARY LANGUAGE:	ETHNICITY:	If Hispanic, indicate Origin: If American Indian/Alaska Native, Indicate Tribe:
AGE CATEGORY:	DURATION: (FMI - Fifteen Min. Increment)	HANDICAP:
FUNDING SOURCE:	PROGRAM AREA:	
SERVICE CODE:		
ADDITIONAL PARTICIPATING STAFF:		

CERTIFICATION OF CONSULTANT

I CERTIFY THAT THE ABOVE COMMUNITY OUTREACH SERVICES WERE PROVIDED AS DOCUMENTED.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

COS Form v.1  
Rev. 10/23/2006 - rhd

[illegible]